



AETNA BETTER HEALTH OF VIRGINIA HMO SNP

9881 Maryland Drive,
Richmond, VA 23233
<https://www.aetnabetterhealth.com/virginia-hmosnp/>

Date:	03/24/2020
Purpose:	Provider Bulletin: Inform of NEW Grievance and Appeals Address
Subject:	Grievance and Appeals address change effective 3/26/20
Products:	Aetna Better Health of Virginia HMO SNP
From:	Provider Relations Department

Dear Providers,

Aetna Better Health of Virginia HMO SNP would like to inform you that effective 3/26/2020 our Provider/Member Grievance and Appeals mailing address will change. This will not affect the participating provider dispute process which Participating Providers submit claims disputes to:

AETNA BETTER HEALTH OF VIRGINIA HMO SNP
P.O. BOX 63518
PHOENIX, AZ 85082

We kindly ask that you update your records accordingly and to address all future Grievances and Appeals to our new mailing address as followed:

- **Non Participating Provider Grievance & Appeals NEW address**
Aetna Better Health of Virginia HMO SNP
PO Box 81040
5801 Postal Road
Cleveland, OH 44181
- **Member Grievance & Appeals NEW address**
Aetna Better Health of Virginia HMO SNP
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

We appreciate the excellent care you provide our members. If you have any questions, please feel free to contact us via e-mail: EMAIL. You can also fax us at 1-844-230-8829 or call us through our Provider Relations telephone line: 1-855-463-0933

Thank you,
Provider Relations Department

